

Quarterly Report



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3rd. Quarter 2001, Report No. 29

July—September 2001

California Partnership for Long-Term Care

www.dhs.ca.gov/cpltc

| Participating Insurers | <u>Policies Approved:</u> | <u>This Quarter</u> | <u>Cumulative</u> |
|---|--|---------------------|-------------------|
| <ul style="list-style-type: none"> Bankers Life and Casualty Company California Public Employees' Retirement System (PERS) Continental Casualty Company GE Capital Assurance (formerly AMEX) John Hancock New York Life Insurance Company Transamerica Occidental Life Insurance Company | Number of Policies Approved and In Force | 770 | 25,685 |
| | <u>Applications Received:</u> | <u>This Quarter</u> | <u>Cumulative</u> |

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| III. Age of Policyholders | Pg 3 | Totals: | 1,492 (100%) | 37,212 (100%) |
| IV. Trends | Pg 4 | Approved | 1,019 (68%) | 29,621 (80%) |
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I. Quarterly and Summary Statistics

| <u>Telephone Calls:</u> | <u>This Quarter</u> | <u>Cumulative</u> | <u>Policies Dropped:</u> | <u>This Quarter</u> | <u>Cumulative</u> |
|--|---------------------|-------------------|--------------------------|---------------------|-------------------|
| Number of Consumers Who Called Toll-Free | 703 | 21,798 (CARE445) | Totals: | 338 (100) | 4,260 (100) |
| | | | Not Taken Up | 89 (26%) | 1,276 (30%) |
| | | | Dropped (After Taken Up) | 249 (74%) | 2,984 (70%) |

I. Quarterly and Summary Statistics (Continued)

| <u>Age:</u> | <u>This Quarter</u> | <u>Cumulative</u> |
|-------------|---------------------|-------------------|
| Median | 62 | 64 |
| Target Age | 577 (75%) | 19,173 (75%) |
| Other Ages | 193 (25%) | 6,512 (25%) |

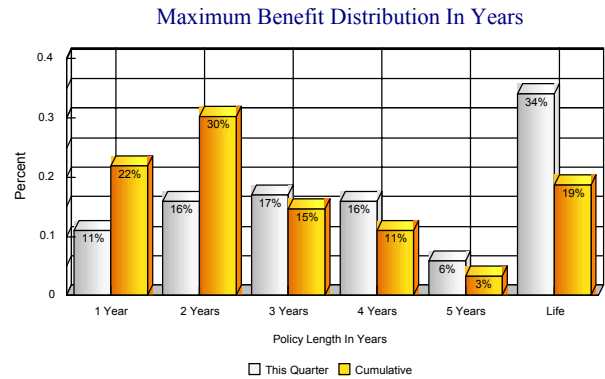
| <u>Gender:</u> | <u>This Quarter</u> | <u>Cumulative</u> |
|----------------|---------------------|-------------------|
| Male | 308 (40%) | 10,372 (40%) |
| Female | 462 (60%) | 15,313 (60%) |

| <u>Marital Status:</u> | <u>This Quarter</u> | <u>Cumulative</u> |
|------------------------|---------------------|-------------------|
| Married | 531 (69%) | 17,345 (68%) |
| Not Married | 239 (31%) | 8,325 (32%) |
| Unknown | 0 (0%) | 15 (<1%) |

| <u>Policy Type:</u> | <u>This Quarter</u> | <u>Cumulative</u> |
|---------------------|---------------------|-------------------|
| Comprehensive | 701 (91%) | 22,923 (89%) |
| Nursing Home | 69 (9%) | 2,762 (11%) |

| <u>Purchase Type:</u> | <u>This Quarter</u> | <u>Cumulative</u> |
|--------------------------------|---------------------|-------------------|
| First Time Purchase | 708 (92%) | 23,771 (93%) |
| Upgrade | 8 (1%) | 496 (2%) |
| Replacement | 54 (7%) | 1,410 (5%) |
| Reinstatement | 0 (0%) | 8 (<1%) |
| Totals for each category above | 770 (100%) | 25,685 (100%) |

II. Maximum Benefit Amounts Distribution



Maximum Benefit (In years):

| | 1 Yr | 2 Yr | 3 Yr | 4 Yr | 5 Yr | Life | All |
|-----------------------|-------|-------|-------|-------|------|-------|--------|
| This Qtr. # Policies | 85 | 123 | 131 | 123 | 46 | 262 | 770 |
| This Qtr. % | 11% | 16% | 17% | 16% | 6% | 34% | 100% |
| Cumulative # Policies | 5,622 | 7,793 | 3,774 | 2,807 | 856 | 4,833 | 25,685 |
| Cumulative % | 22% | 30% | 15% | 11% | 3% | 19% | 100% |

Characteristics By Maximum benefit In Years (This Quarter)

| <u>Characteristic:</u> | 1 Yr | 2 Yr | 3 Yr | 4 Yr | 5 Yr | Life | All |
|------------------------|------|------|------|------|------|------|-----|
| Married | 49% | 66% | 68% | 71% | 81% | 74% | 69% |
| Female | 66% | 56% | 63% | 58% | 59% | 61% | 60% |
| Avg. Age | 65 | 67 | 65 | 63 | 61 | 56 | 62 |
| Target Ages | 72% | 77% | 81% | 86% | 85% | 66% | 75% |
| New Purchase | 75% | 95% | 95% | 95% | 98% | 93% | 92% |
| Comprehensive Policy | 87% | 85% | 91% | 94% | 81% | 95% | 91% |

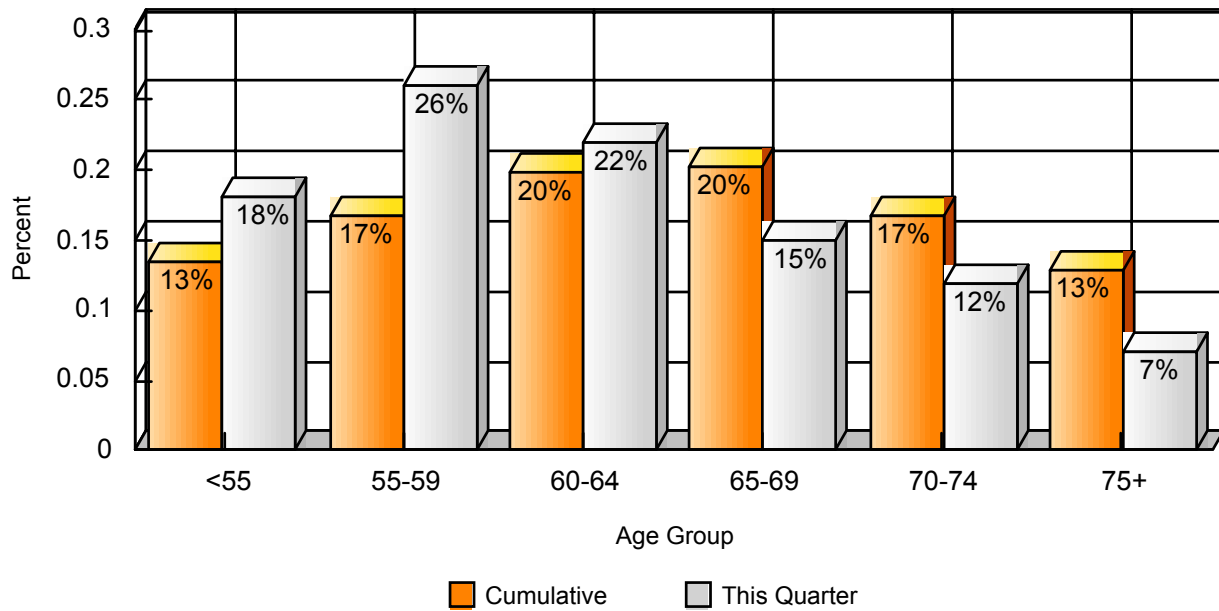
III. Age of Policyholders (at time of purchase)

Age Group:

| | <55 | 55-59 | 60-64 | 65-69 | 70-74 | 75+ | Total |
|------------------------------|-------|-------|-------|-------|-------|-------|--------|
| This Qtr. # Policies | 139 | 200 | 169 | 116 | 92 | 54 | 770 |
| This Qtr. % | 18% | 26% | 22% | 15% | 12% | 7% | 100% |
| Cumulative # Policies | 3,433 | 4,300 | 5,104 | 5,212 | 4,325 | 3,311 | 25,685 |
| Cumulative % | 13% | 17% | 20% | 20% | 17% | 13% | 100% |

NOTE: At times, the plotted percentages may not appear to agree with the table above due to rounding.

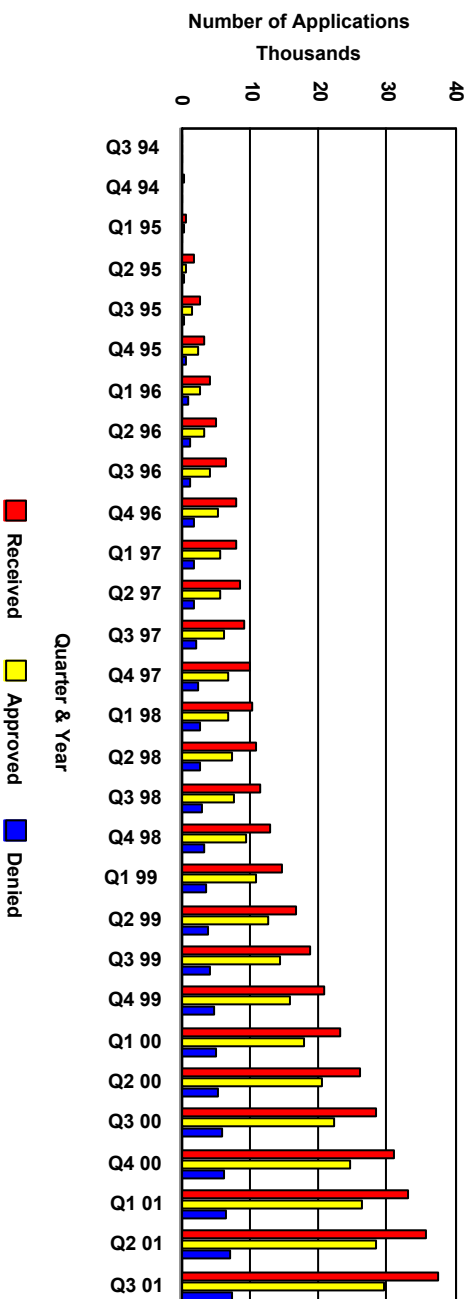
Policyholders Age Distribution By Age Group



IV. Trends

| Quarter | 1996 | | | | 1997 | | | | 1998 | | | | 1999 | | | | 2000 | | | | 2001 | | | | |
|----------|------|------|-------|-------|-------|-------|-------|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | 1994 | 1995 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | | | | |
| Received | 524 | 3381 | 4,099 | 5,077 | 6,442 | 7,979 | 8,144 | 8,504 | 9,212 | 10,161 | 10,360 | 10,960 | 11,437 | 12,877 | 14,656 | 16,763 | 18,836 | 20,987 | 23,192 | 26,033 | 28,506 | 31,034 | 33,190 | 35,911 | 37,403 |
| Approved | 237 | 2360 | 2,856 | 3,369 | 4,227 | 5,455 | 5,595 | 5,834 | 6,209 | 6,821 | 6,936 | 7,473 | 7,735 | 9,427 | 10,947 | 12,710 | 14,365 | 16,019 | 17,937 | 20,484 | 22,462 | 24,549 | 26,318 | 28,602 | 29,621 |
| Denied | 60 | 773 | 954 | 1,179 | 1,449 | 1,812 | 1,837 | 1,958 | 2,284 | 2,621 | 2,705 | 2,768 | 2,983 | 3,252 | 3,511 | 3,855 | 4,273 | 4,770 | 5,057 | 5,351 | 5,846 | 6,287 | 6,674 | 7,111 | 7,584 |

**Trend In Applications Received, Approved, Denied
Cumulative By Quarter**



V. Policyholders and Asset Protection Earned

| | <u>This Quarter</u> | <u>Cumulative</u> |
|--|---------------------|-------------------|
| Number of policyholders to date, who have qualified to receive benefit payments | 47 | 433 |
| Total asset protection earned by all policyholders who have received benefits | \$622,800 | \$5,422,611 |
| Number of policyholders currently in benefit/payments made | 123 | N/A |
| Number of Policyholders that have exhausted benefits | 1 | 14 |
| Total asset protection earned to date that has been accessed (by policyholders that have exhausted benefits) | \$49,823 | \$664,760 |
| Number of policyholders that have died while in benefit | 8 | 63 |
| Total asset protection earned to date that will NOT be accessed due to death of policyholders that passed away while in benefit. | \$388,161 | \$3,317,430 |
| Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 3/31/2001. | 0 | 4 |

VI. Service Utilization

| Type of Service (Other Than Case Management) | This Quarter, % of All Services Rendered to Policyholders In- Benefit (123) by Type of Service | Cumulative % of All Services Ren- dered to All Policyholders (433) by Type of Service |
|---|---|--|
| Skilled Nursing Facility | 7% | 7% |
| Residential Care Facility & Other Alternative Housing | 14% | 15% |
| Home Health Aide | 7% | 11% |
| Personal Care | 21% | 22% |

NOTE: Care management services and services amounting to less than 1% usage during the quarter are not reported on. Therefore, the percentages total may not equal 100%.

The California Partnership for Long-Term Care 3rd. Quarter of 2001 Quarterly Report



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